

Acutis Cloud Enclave (ACE™) Billing and Invoicing Policy

Step Ahead strives hard to provide clear and transparent billing policies to our customers. By making a purchase from our website, you agree to the following billing policies:

Billing cycle will start from the date the services are rendered.

Payment: We accept major credit cards and PayPal as payment methods. All payments are processed securely and are charged at the time of purchase.

Taxes: The prices displayed on our website do not include any applicable taxes. You will be responsible for paying any taxes that may apply to your purchase.

Subscription: If you have signed up for a subscription service, your credit card will be automatically charged on a recurring basis until you cancel your subscription with due notice.

Payment Disputes: If you have any concerns regarding your payment or have a dispute with a charge on your credit card statement, please contact us immediately.

Billing Details

Customer will be Billed from ***Service Request Date***

The ***First Bill*** will be from ***Service Request Date***, until the end of that month
Payment for the First Bill must be paid in full prior to the start of the services
Services will begin on Order Fulfillment Date which will be within three days after Service Request Date.

Subsequent monthly charges must be paid prior to that month

Cancellation Policy:

If you decide to cancel your annual subscription for whatever reason, you can do so anytime with the 48 HOUR NOTICE. Here is our cancellation policy:

Cancellation Requests: 48 HOUR notice is required as per our technology vendor's policies.



Refunds: If you cancel your order or subscription 48 hours prior to delivery of the first subscription period, we will issue a full refund to your original payment method.

Partial Refunds Do Not Apply: If you cancel your subscription during the annual subscription period, we will stop the payment process for the months remaining on a 12 month annual subscription process, however, full month's charges will apply for the month of the date of cancellation.

No Refunds: We do not issue refunds for digital products or services that have been delivered or accessed.

Billing Example:

If service starts on March 19th, then the first payment is due on March 18th for the period March 19 to March 31st.

The second payment is due on March 30th. for the period April 1-30th, and so on.

Cancellation Example:

If a customer requests to cancel their services on March 30th, services will stop and they will not be charged for the month of April.

If a customer requests to cancel their services on April 1st, they will be charged for the entire month of April.

INDEX

A la Carte - Cybersecurity as a service. Customers can request any service line item from the list of services offered.

Enclave Bundles - The set group of services offered by Step Ahead for various CMMC Levels

CMMC Kit - This kit includes complete documentation including policies, plans, procedures, work templates, mapping documents and objective evidence for CMMC compliance based on the level required.





Service Request Date - The date the Agreement for service request is signed between the end customer and Step Ahead.

Order Fulfillment Date - The date when services have been delivered to the end customer.

Cancellation Date - The date the customer alerts Step Ahead that they would like to cancel services.

